Agency Admin. Meeting

Thursday, December 2nd, 2021

Bitfocus

Getting To Know You

Would you rather cook or order in?

Getting To Know... Angie Evans

Senior Project Administrator, SCC

Palo Alto, CA

angiee@bitfocus.com

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Agenda

- CoC|Coordinated Assessment Updates
- UPLIFT Updates
- Help Center Updates
- LSA Updates
- December 2021 Feature Updates
- Annual Privacy Training Recertification
- Client Portal
- Reminders
- Next Months Meeting

CoC|Coordinated Assessment Updates

CoC| Coordinated Assessment Updates - YHDP

CoC| Coordinated Assessment Updates - PIT

2022 Point-in-Time Count Community Planning Meeting (via Zoom)
Wednesday, December 15, 2021, 1-2PM

Topic: 3rd Community Meeting - 2022 PIT Count
Time: Dec 15, 2021 01:00 PM Pacific Time (US and Canada)

Join Zoom Meeting
https://sccgov-org.zoom.us/j/99061870786

Meeting ID: 990 6187 0786
One tap mobile
+16692192599,,99061870786# US (San Jose)
+16699006833,,99061870786# US (San Jose)

Dial by your location
+1 669 219 2599 US (San Jose)
+1 669 900 6833 US (San Jose)
Meeting ID: 990 6187 0786
Find your local number: https://sccgov-org.zoom.us/u/adiWZDpTq1

CoC| Coordinated Assessment Updates - *Upcoming Meetings*

Working With Clients With Criminal Histories: What Criminal Convictions Can and Can't Tell Us + Special Considerations for Participants on the Sex Offense (290) Registry Training
When: Tue, December 7, 11:00am – 12:30pm
Description: Please join OSH and Homebase for our upcoming training on criminal history screening practices and housing for people on the 290 (sex offense) registry. The training will be held on December 7th from 11-12:30 p.m.
Please Register Here: 12/07 from 11:00am-12:30pm

Service Providers Network Meeting
When: Wed, December 8th, 9:30am – 11:00am
Where: Zoom

Coordinated Assessment Work Group
When: Thu, December 9th, 1:00pm – 2:30pm
Where: Zoom

CoC| Coordinated Assessment Updates - *Upcoming Meetings*

Rapid Rehousing and Employment Initiatives Meeting
When: Thu, December 9th and 23rd, 3:00pm – 4:30pm
Where: Zoom

SCC TA Office Hours
When: Tues. December 28th, 10am – 11am
Where: https://homebaseccc.zoom.us/j/94741275559
Description: Join Zoom Meeting
https://homebaseccc.zoom.us/j/94741275559

SCC LGBTQIA+ Preparedness Training
When: Mon, December 13, 9:30am – 12:30pm
Description: Increasing system accessibility for LGBTQIA+ individuals is a priority for the Santa Clara County CoC. The Office of Supportive Housing and Homebase are excited to announce another set of training dates for a comprehensive six-hour training open to all staff at homeless service provider agencies to help improve cultural competency and system accessibility.
Please register here for Dec 13th and Dec 15th from 9:30am-12:30pm

UPLIFT Updates

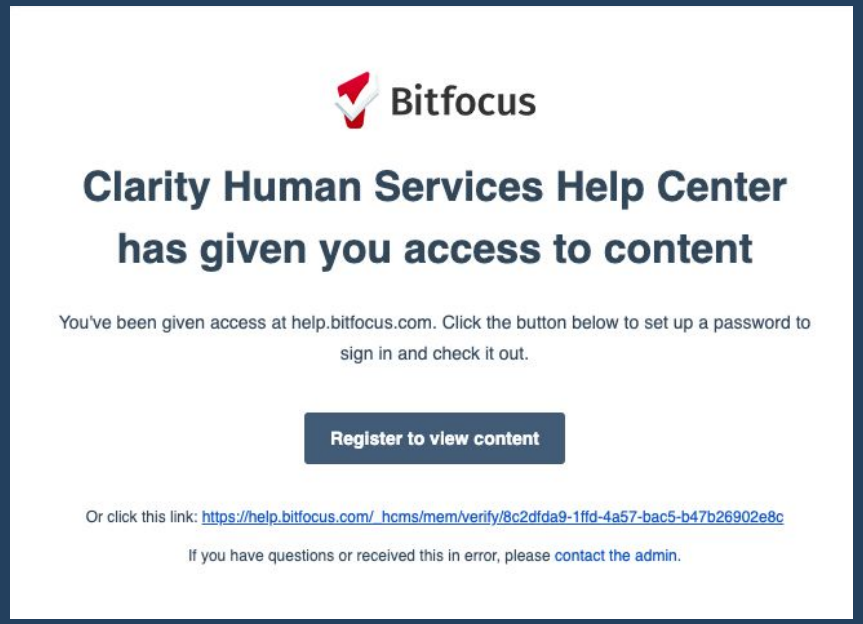
UPLIFT Updates

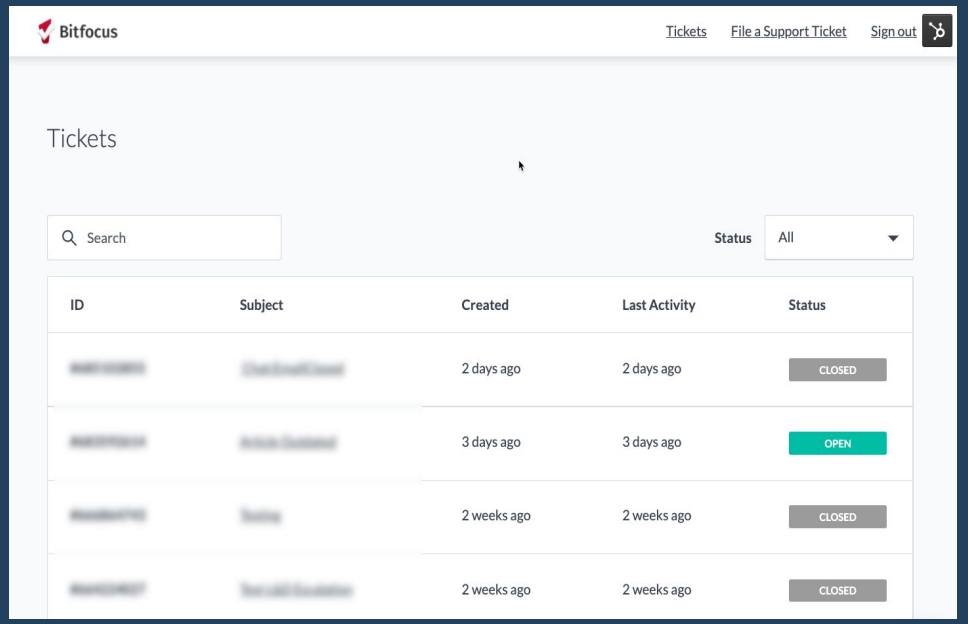
- UPLIFT Agency Points-of-Contact (POC) Responsibilities
  - **a.** Disseminating/Reinforcing Procedural Changes
  - **b.** Materials Security/Distribution at the Agency
    - i. Process for staff picking up passes to ensure passes are not lost
  - **c.** Mailing List - Adding "Other" Staff
    - i. Please be sure to designate a staff that will be picking up passes if they are not the POC
- Next Quarter (January through March 2022) begins 12/17/2021
- New Pickup Process
  - **a.** New Hours: 9:00am - 4:00pm during the week
  - **b.** Please use the call button to be given access to the building
- New UPLIFT Staff at OSH - details to come!

Have UPLIFT Questions Email: *uplift@hhs.sccgov.org*

Keeping you in the loop…Help Center Revamp (Help Center)

If you receive the following email:





This email is for customers to access the “Customer Portal”, the portal gives you a place to review or open tech support tickets directly from the **NEW Help Center.**

LSA Updates

LSA Updates - *Data Quality Outreach*

Thank you for those of you who have reached out and commenced data clean up!

***Please note you will receive bi-weekly emails with instructions and clean-up necessary for any data entry errors**

Here's what we need from you:

1. Follow up within two weeks of receiving email
2. Review spreadsheets and follow up with additional questions, comments or concerns
   a. If there is an outstanding circumstance for an issue please provide details - *more is better*
   b. Please be sure and add the comments to the spreadsheet in addition to sending an email with the details - *this will help us maintain a record of responses that will be used for HUD submission (if necessary)*
3. If there are any questions within the two week timeframe, please schedule a 15-minute meeting here with Kadra Adderly

Next Up Data Quality Issues:

1. HoH and DOB data quality issues

LSA Updates - *Gentle Reminders...*

- ✓ The report covers the Federal Fiscal year of **10/1/20 - 9/30/21**
- ✓ Opens December 6th, 2021; Due Date February 15th, 2021
- ✓ Winter Break (HDX Staff) 12/23/2021-01/3/2022
- ✓ Includes five project types: ES/SH/TH (reported as a combined group), RRH, and PSH.
- ✓ Report includes data on demographics, length of time homeless, information on specific populations such as veterans and chronically homeless persons, housing outcomes.
- ✓ Includes not just the Federal Fiscal year, but includes some historic data prior to the FY as well.

LSA Updates - *Helpful Reports*

Review data quality for each project type, paying special attention to:

- ✓ HoH designation and family/group enrollments (any kids enrolled by themselves?)
- ✓ Duplicate or erroneous enrollments (ask the Help Desk to delete!)
- ✓ Missing data/no exit interview (high missing rates cause errors in reporting process)

[HUDX-225] HMIS Data Quality Report: *what's missing?*

[GNRL-106] Program Roster: *who's enrolled by themselves vs. in group?*

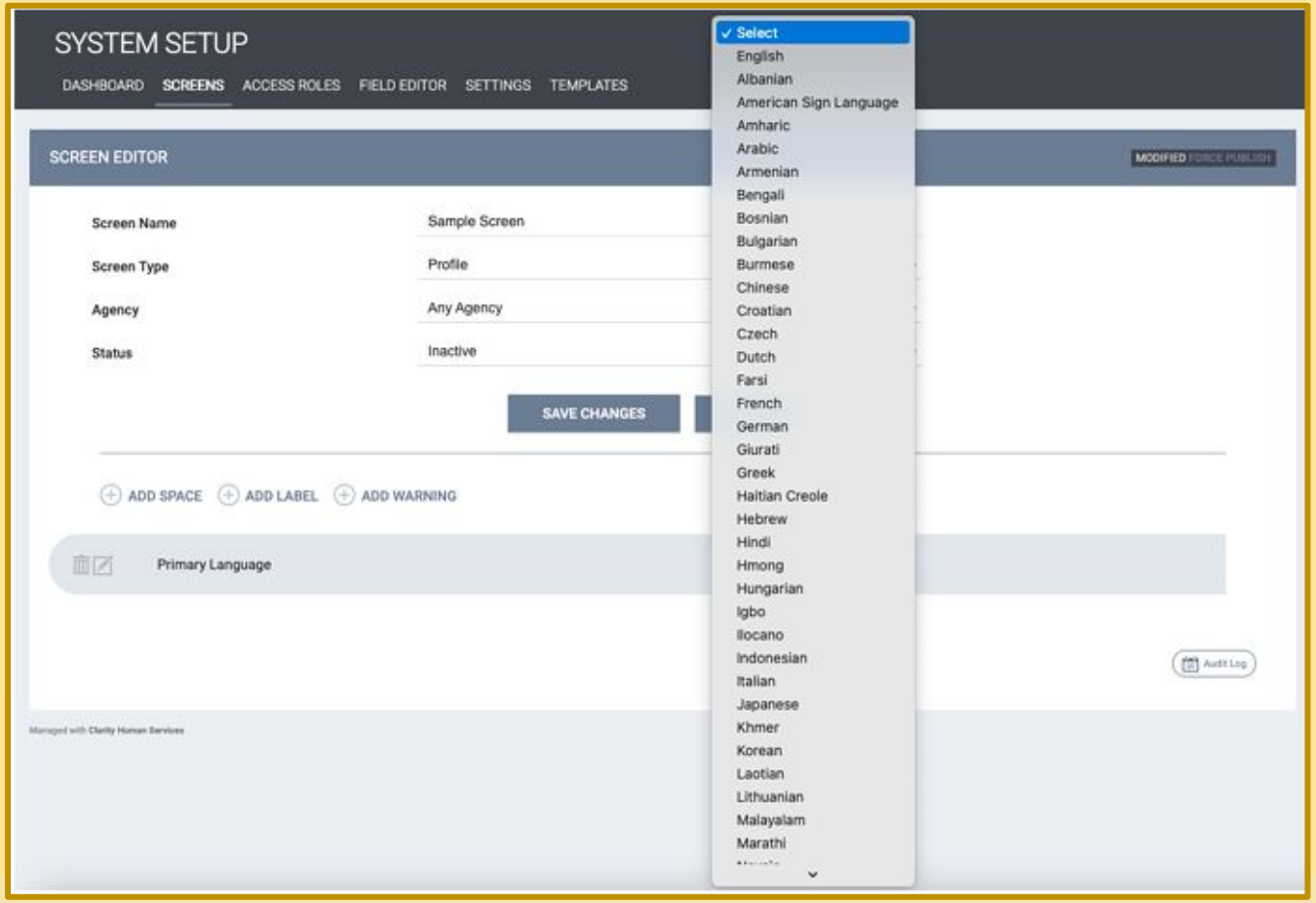
[GNRL-220] Program Details Report: *what data has been entered?*

[EXIT-101] Potential Exits: *who's inactive and could be exited?*

New Feature Focus

Feature Focus - *Updated Primary Language Picklist*

Overview: We have updated the picklist options for the core field "Primary Language" (field data name = “primary_language”) to include 50 additional languages from the list used by the U.S. Census Bureau. These options are listed in alphabetical order, except for “English” at the top of the list.

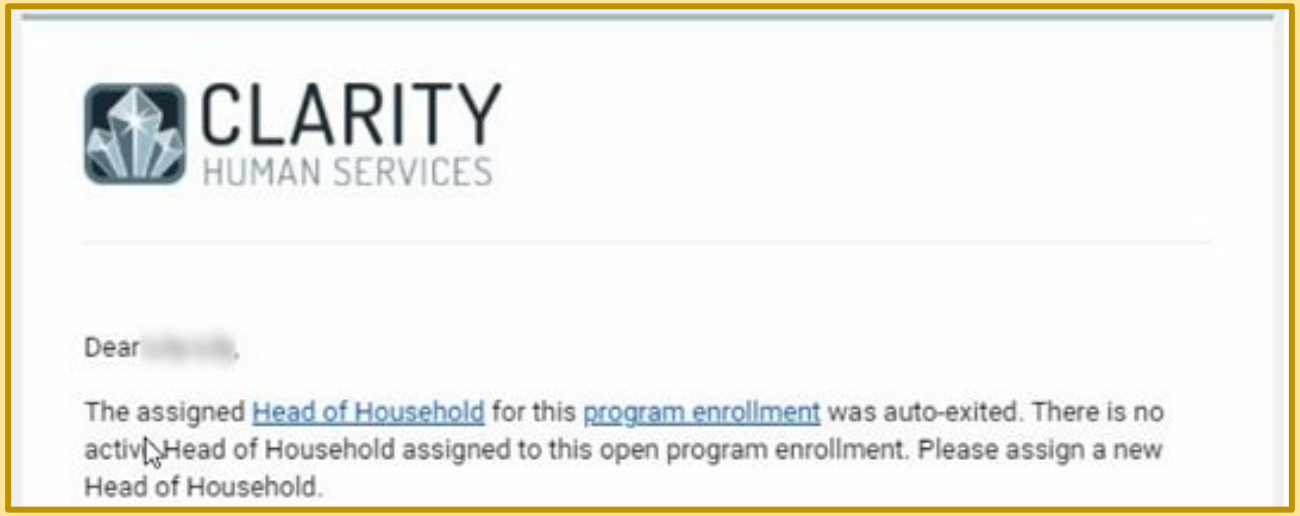


Feature Focus - *Updated Head of Household Auto-Exit Messaging*

Overview: Previously, when a Head of Household was auto-exited from a Program, the user received the following message via email and Clarity inbox:

"The assigned Head of Household for the following program enrollment was auto-exited. There is no active Head of Household assigned to this open program enrollment. Please assign a new Head of Household."

With this update, we are changing the wording slightly and adding links to the Head of Household's client profile screen and program exit screen, as shown below:



Check out the article here!

Annual Privacy Training

HMIS Privacy Training Recertification for 2022

It's that time of year again!

Timeline:

- ✓ Training recertification will open on **Tuesday, January 4th, 2022**
  - A separate email will go out with the link to the training
- ✓ Deadline to complete the training is **Friday, January 28th, 2022**

What You Need To Do:

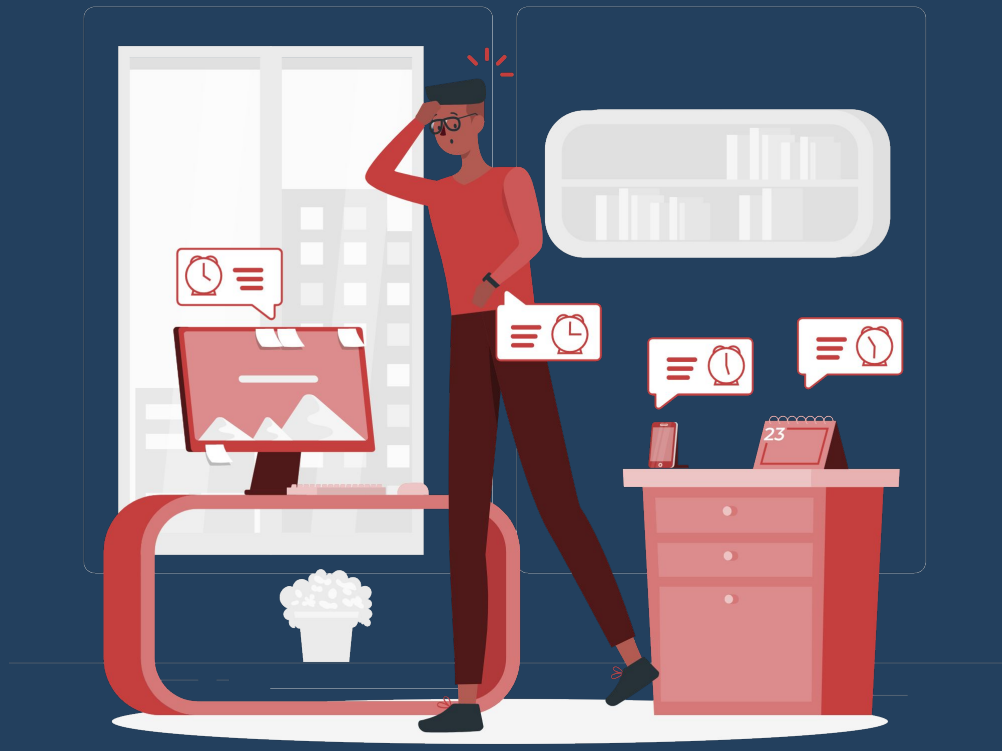
- ✓ Let staff know they will need to recertify - even if they complete the certification on **12/31/2021**
- ✓ Provide staff with at least 20 minutes to complete training
- ✓ Ensure staff know they must score 80% or higher to be considered "passing"
- ✓ Staff that do not complete training by deadline will have their HMIS access revoked until completion and passing of training
- ✓ It is the staffs responsibility to contact the Help Desk after completion of training; if access is revoked (to have access reinstated)

Client Portal

Core Features of The Portal

- Privacy (ROI) Management
- Location & Contact Info Management
- Appointment Management
- Program Enrollment Activity & History
- Assessment Management & Responses
- Message Center
- Documentation Management
- Client Dashboard Page
- Resource Directory
- Community Queue Status

Reminders



Reminders - *Office Hours*

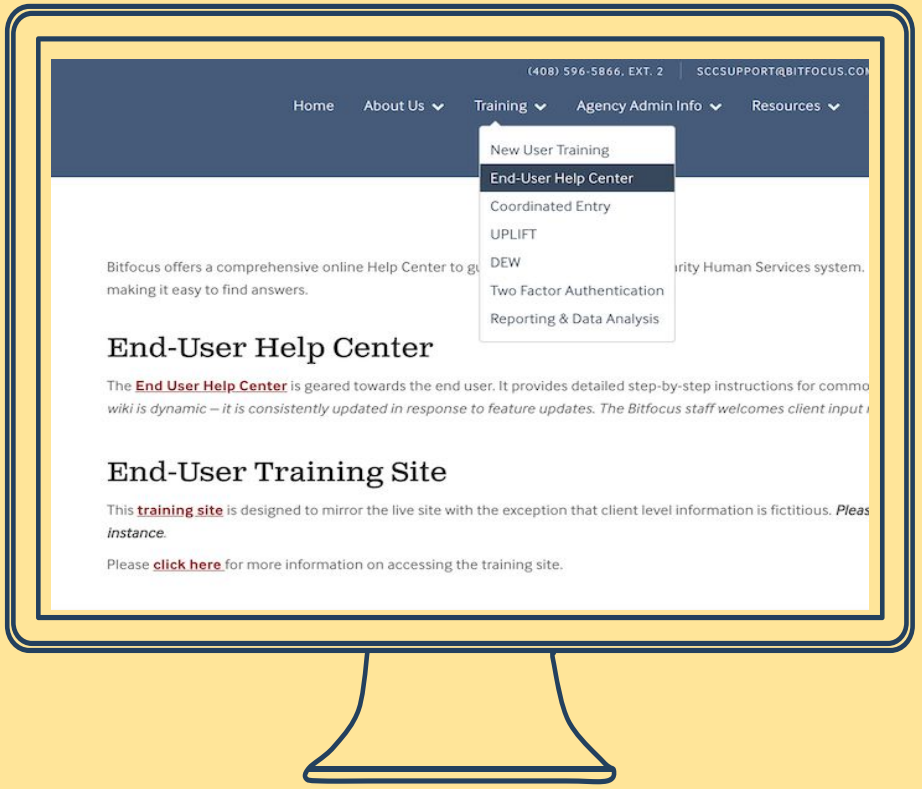
Have questions about HMIS or Looker?
Join us and get these questions resolved!

Clarity Office Hours
When: Bi-weekly, Thursday
Time: 10:00am - 11:30am

Looker Office Hours
When: Bi-weekly, Monday
Time: 2:00pm - 3:00pm

Reminders - SCC HMIS Training Site

Want to Hone Your Skills? Use the SCC HMIS Training Site



What you need to know:

- From the Training Tab select the **End-User Help Center drop down**
- **Scroll to the End-User Training Site**
- Contact the Help Desk to gain access at ***sccsupport@bitfocus.com***
- You should complete all required training as usual
- Practice entering client information and uploading docs. in an agency/program set-up to mirror your current agencies set-up in the live HMIS website

Please note the training site was updated as a result of Data Standards. All test clients entered were lost in the transition.

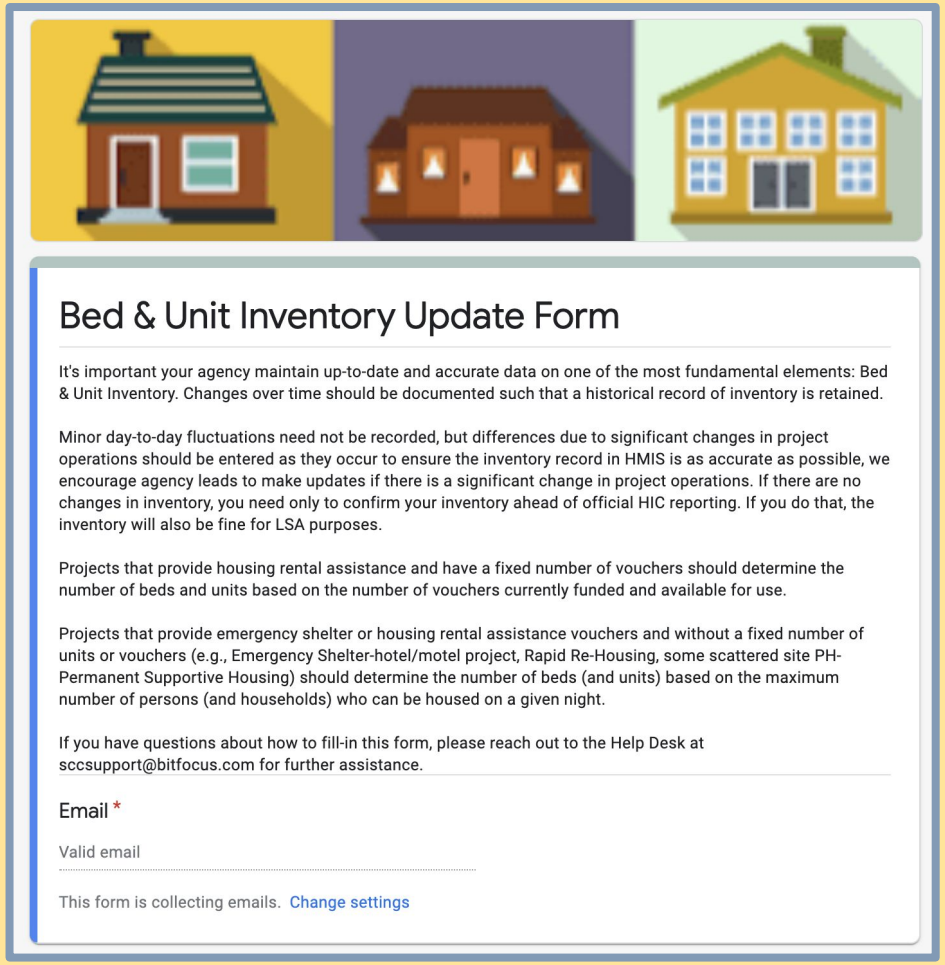
Reminders - *Using the Help Desk*

When requesting the following please be sure and contact the Help Desk:

1. End User Access
2. Update a users access after completion of the VI-SPDAT/HPAT required training
3. Verifying an end user has completed required training
4. When an end user has separated from your agency (make inactive)
5. Access to the SCC HMIS Training Instance/Sandbox
6. General Assistance with reporting

Reminders - *BUI & Program Change Forms!*

Need to make changes to your BUI or Program Details? Use the forms...



Bed & Unit Inventory Update Form

It's important your agency maintain up-to-date and accurate data on one of the most fundamental elements: Bed & Unit Inventory. Changes over time should be documented such that a historical record of inventory is retained.

Minor day-to-day fluctuations need not be recorded, but differences due to significant changes in project operations should be entered as they occur to ensure the inventory record in HMIS is as accurate as possible, we encourage agency leads to make updates if there is a significant change in project operations. If there are no changes in inventory, you need only to confirm your inventory ahead of official HIC reporting. If you do that, the inventory will also be fine for LSA purposes.

Projects that provide housing rental assistance and have a fixed number of vouchers should determine the number of beds and units based on the number of vouchers currently funded and available for use.

Projects that provide emergency shelter or housing rental assistance vouchers and without a fixed number of units or vouchers (e.g., Emergency Shelter-hotel/motel project, Rapid Re-Housing, some scattered site PH-Permanent Supportive Housing) should determine the number of beds (and units) based on the maximum number of persons (and households) who can be housed on a given night.

If you have questions about how to fill-in this form, please reach out to the Help Desk at sccsupport@bitfocus.com for further assistance.

Email *

Valid email

This form is collecting emails. Change settings

CLARITY HUMAN SERVICES

Section 1 of 10

Santa Clara County HMIS New Program Request (2021)

Please complete the following questions to set up your new program in HMIS (this should be filled in by the Agency Lead). Once you submit this request, Bitfocus staff will follow up with you regarding any further questions and/or to confirm setup.

Email *

Valid email

This form is collecting emails. Change settings

Requester's Name (Agency Lead/Admin.) *

Please list a person whom Bitfocus may contact to gather more information, if it is needed.

Short answer text

Reminders - *Making Changes in HMIS Program Set-Up*

- *Please* note any changes you want made to Program Set-up need to be submitted using the Program Change Form
- *Please* do not make any changes to program set-up; there are several behind the scenes items that need to be updated in tandem
- Changes to program set-up can have an impact on reporting
- Not sure a program change needs to happen? Let us know.

Reminders - *VI-SPDAT Training*

- Please note the VI-SPDAT training is required for End Users who will be administering the assessment as part of their ongoing workflow at their agency
  - If you staff will be doing data entry of the assessment into HMIS they will need access and therefore, need training

- All users that will not be administering the VI-SPDAT will be given *VIEW ONLY* access to assessments.

- If you have any questions please contact us at sccsupport@bitfocus.com

Reminders - *Virtual Suggestion Box*

Have ideas about enhancements and/or additions to HMIS?

Have general questions you'd like to ask?

Drop it in your Virtual Suggestion Box!

Next Month's Meeting

Thursday, January 6th, 2022

*Illustrations provided by Storyset.com